

Customer Feedback How did we do?



Putting the
Customer first



July to September
2010



Bromsgrove
District Council

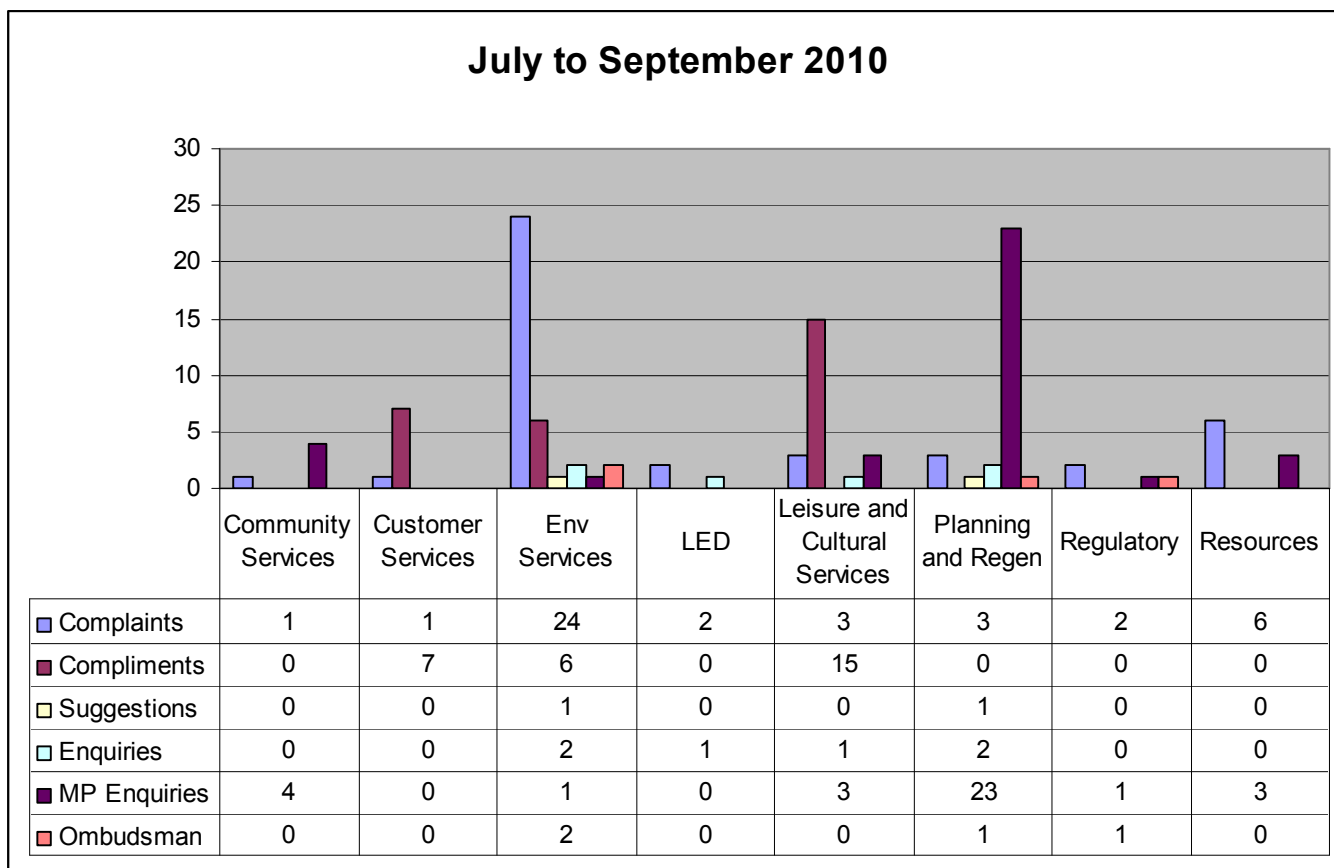
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Section1 Corporate Overview

Only services that have received feedback are featured in this report.

1.1 Customer Feedback received



During this quarter:

- A total of 42 complaints were received which is **34 less** than last quarter – this decrease is usual for the summer holiday period.
- The numbers of enquiries from the local MP were 35 and these were mostly planning objections.
- A total of 4 Ombudsman cases were received. One of these cases has been investigated by the LGO and their decision was that there was no finding of maladministration by the Council – still awaiting decision on the remaining 3.

1.2 Compliments Received

Excellent service at CSC	7
Sports Development Events	7
Speedy service by Grounds Maintenance	1
Events in Sanders Park	8
Quality of service – Street Cleansing	2
Quality of service – Waste Collection	3
Total	28

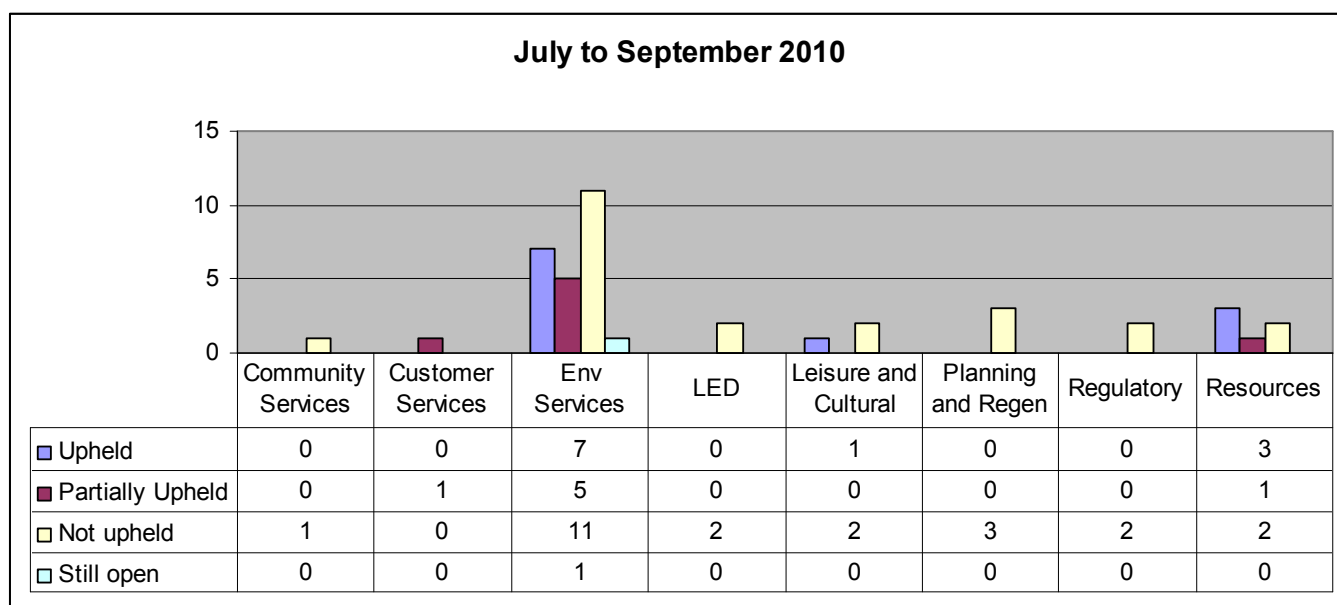
During this quarter:

- A total of 28 compliments were received – 11 more than last quarter

1.3 Complaint Issues

Missed Bins	4
New Bin delivery delay	2
Bins not replaced properly	4
Assisted collection problems	2
Attitude of crews	2
Parking	5
Grass Cutting	1
Litter	1
Dirty Toilets	1
Lack of parking at Cemetery	2
Planning Applications	3
Planning Committee	2
Housing Repairs (DFG)	1
Wrong info given at CSC	1
Swimming concessions	1
Standard of new football pitch	1
Trees in playing field	1
Environmental Issues and claim that the Council is corrupted	1
Licensing of a rival business	1
Council Tax	2
Housing Benefit	3
Unsafe steps in Spadesbourne Suite	1
Total	42

1.4 Complaint Results



During this quarter:

- 55% of complaints were not upheld
- 45% were found to be justified

1.5 Complaint response

	Within 10 days	After 10 days	Still open
Community Services	1	0	0
Customer Services	1	0	0
Environmental Services	18	5	1
LED	2	0	0
Leisure and Cultural Services	2	1	0
Planning and Regeneration	1	2	0
Regulatory	1	1	0
Resources	1	5	0
Total	27	14	1

During this quarter:

- dealt with **64%** of complaints within 10 days
- dealt with **36%** of complaints between 10 – 20 days.
- Where the complaint took longer to investigate than our 10 day standard, 100% of customers were contacted to let them know.

Section 2

Identified Trends and Recommendations for Improvement Actions

2.1 Identified Trends

The number of complaints has dropped significantly this quarter which maybe due to the holiday period coupled with the delivery of new bin issues being resolved. However we can see that some teams are not responding to complaints within set timescales so refresher training is required in certain service areas.

2.2 Recommendations for Improvement Actions.

It has been found that there are quite a few new members of staff who have little or no knowledge of the Customer Feedback system or our Customer Standards which may have caused delays in responding to complaints. The Customer First Officer will address this by arranging refresher training when the new version of the system is launched later this year and the Head of Customer Service will be looking at how we can train staff as they join the Council. A new strategy is being developed which focuses on the customer's experience and when this is launched next year it will be backed up with further training for staff.